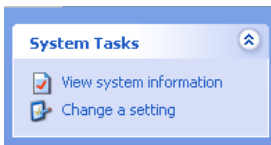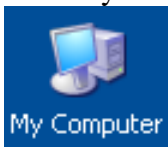# MVS SUPPORT REFERENCE

MDT DISCLAIMER: Not all information systems are the same. This guide is intended for informational purposes only and is not intended to replace manufacturers' software or hardware operating procedures. Please consult your owner's manuals or other technical support contractor/department to ensure following the guidelines in the MVS Support Reference document does not interfere with your computer system.

Recommended Computing Requirements

To determine if your current computer set-up meets the requirements, this step-by-step document should help define where to locate the information and then confirm the desired levels. If your computer does not meet the minimum requirements, you may not be able to run the TS application.

This guide may not cover your specific machine, however – so if you do not have a computer resource person at your disposal and you are unsuccessful in using this guide, please contact MDT at the Contact Number provided in the contacts section of this document.

1. Open the My Computer icon from your desktop by double-clicking the icon.

2. Click on "View system information" under System Tasks.
NOTE: If you do not have a My Computer icon, try the "Start", "Control Panel" option and then go into My Computer from that route. Click on the "View system information".

3. If you look at the General tab it will display System Information which reflects your operating system, such as Windows XP or Windows 2000 and the service pack level.   This is important information should you need to do some troubleshooting later on. Please write it down. _____.
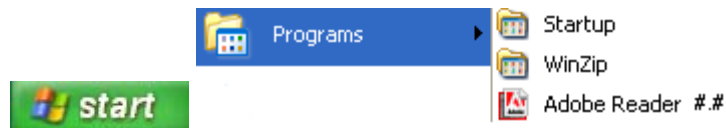*Note: At this time, Windows VISTA is not supported.*

4. While still on the General tab, look toward the bottom of the display and it will show details about your physical computer. You are interested in:
   a. The **type of CPU** – recommendation is Pentium III or higher, Pentium IV is encouraged; Presario if you have a Compaq machine is also sufficient.
   b. The **speed** (in GHz or MHz) – recommendation is 800 MHz or faster. [G is 1000 times faster than M]
   c. The **amount of memory** – recommendation is 256 MB RAM or higher. [G is 1000 times more memory than M]
   d. Close System Properties by clicking on the red x in the upper right corner of the window.

5. While on the main *my computer page* look at the local disk information. In most cases this is the C drive.

Name	Type		Total Size	Free Space
Hard Disk Drives				
Local Disk (C:)	Local Disk		XX	XX

   The XXs will indicate the total size of your **local disk** drive and how much free space is available. The recommendation is that you have at least a 40GB hard drive with 100MB of free space available. Close out of this page by clicking on the red x in the upper right corner of the window.

6. To check Adobe Acrobat Reader application level, click on

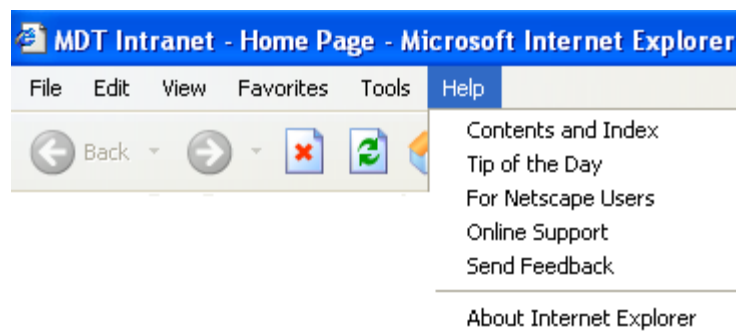 | Programs ▶ | Startup |
   | | WinZip |
   | start | Adobe Reader #.# |

   The recommended level is 5.0 or 6.0 and those numbers would be reflected instead of the #.# in the screen print above.

   If it is not displayed there open up the adobe application by double clicking on the program name and then go to the "Help" and "About" information to identify the level of your copy of the application.

   Adobe Acrobat Reader is free software. If you do not have a copy of it you may go to their website www.adobe.com and download a free copy of the reader. Please write it down. _____.

   Note: If you are running Adobe 7.0 and higher, there are known printing issues and it is not supported.

7. Now, let's check out your Internet Explorer. Please click on the icon. and use the "Help" menu to bring up "About Internet Explorer".

   MDT Intranet - Home Page - Microsoft Internet Explorer

   | File | Edit | View | Favorites | Tools | Help |

   Back

   - Contents and Index
   - Tip of the Day
   - For Netscape Users
   - Online Support
   - Send Feedback
   - About Internet Explorer

   The top line of the wording will tell you what version of Microsoft Explorer you are using and what Service Pack (SP) you have installed.   The recommendation is for Internet Explorer 6.0 with the latest service pack (at least SP2).

About Internet Explorer

Microsoft®
Internet Explorer

Version: 6.0.2900.2180.xpsp_sp2_gdr.050301-1519CO
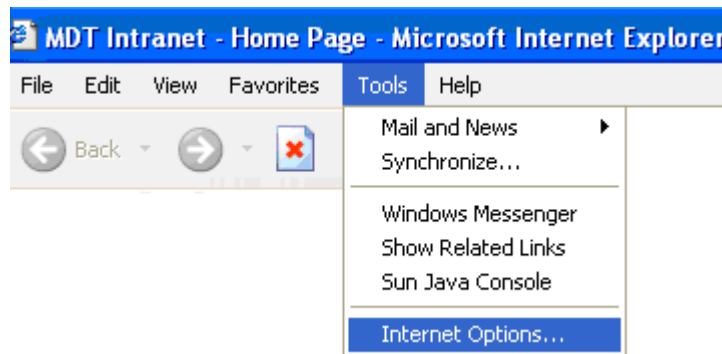Cipher Strength: 128-bit

8. The second line should display the Cipher Strength – recommendation is 128-bit for the encryption. You may now close Internet Explorer and move on to another section of the documentation if you wish.
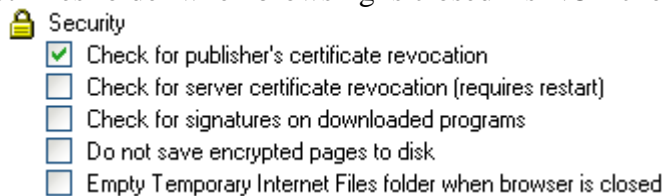
INTERNET EXPLORER SET-UP

INTERNET OPTIONS

Temporary Internet Folder

Because MVS Express needs access to your Temporary Internet Files folder the "Empty Temporary Internet Files folder when browsing is closed" must not be checked or enabled. To validate this, you must open your Browser, click on "Tools", "Internet Options" and then
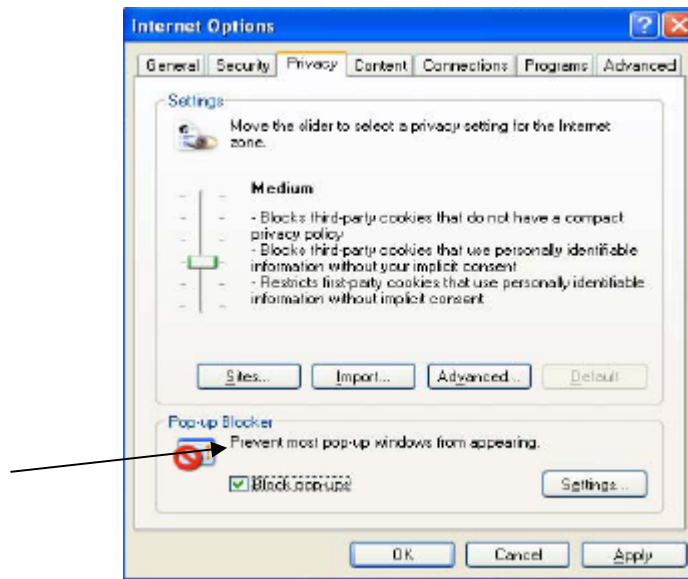

click on the "Advanced" tab and then scroll down to the Security section and ensure that the "Empty Temporary Internet Files folder when browsing is closed" is NOT checked or enabled.

Disable Pop-up Blocker

If you have Microsoft XP Operating System with Service pack 2 (SP2) there will most likely be a problem with Pop-up Blocker. [Review what operating system you wrote down in Item #3 under Recommended Computing Requirements to determine if that is the case.] Pop-up Blocker will need to be disabled while using this application. To disable Pop-up Blocker, you must again open your Browser, click on "Tools", "Internet Options" and then click on the "Privacy" tab".

The Pop-up Blocker section is displayed at the bottom of this screen. If the "Block pop-ups" box is checked, click on the box to uncheck it. Click on the "Apply" button and then the "OK" button.
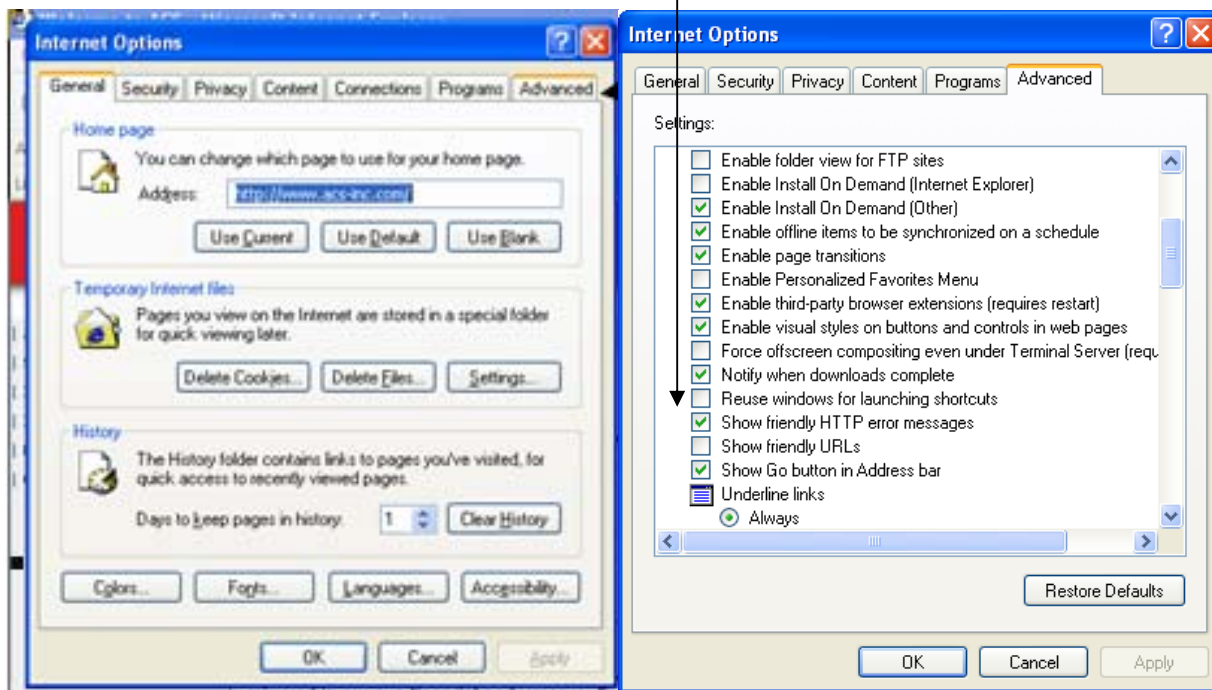
Please note that if the Pop-up Blocker is enabled due to your ISP (Internet Service Provider) or another off the shelf security system such as McAfee or Norton, you would need to work with either the ISP or the software security vendor for instructions on how to disable the Pop-up Blocker feature.

Privacy Setting
While on the Internet Options Privacy tab, make sure that your privacy setting is at Medium or less.

ADVANCED
Reuse Windows for launching shortcuts needs to be <u>unchecked</u>. To find this, go to the "internet options" and then to the "advanced tab" scrolling part way down.

VERIFY SUN JAVA INSTALLATION
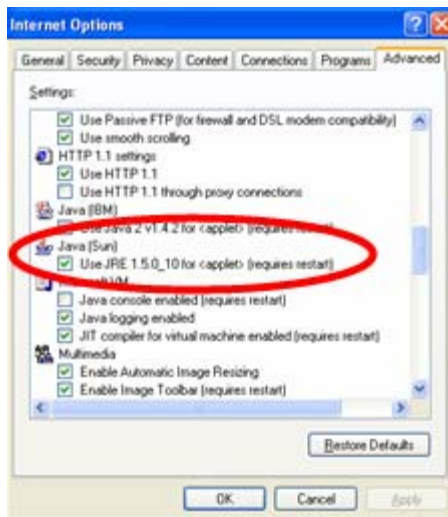
how to figure it out
what doco info to use to install

To verify if you have Java (Sun) installed on your computer open the Internet Explorer Browser and select Tools at the top of the screen.
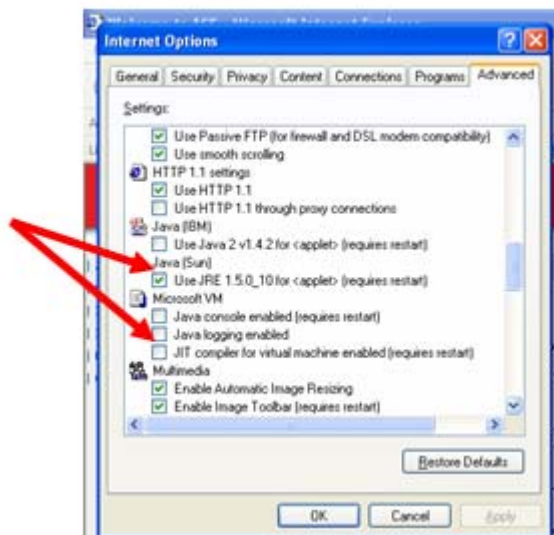**Note**: The following instructions have been developed using the Windows XP operating system.

While still on the Advanced tab, scroll down the Settings until you see a setting that states: Java (Sun)

If the Java (Sun) setting is displayed in your Settings make sure the box is checked that states: Use JRE 1.5.0_10 for <applet> (requires restart)
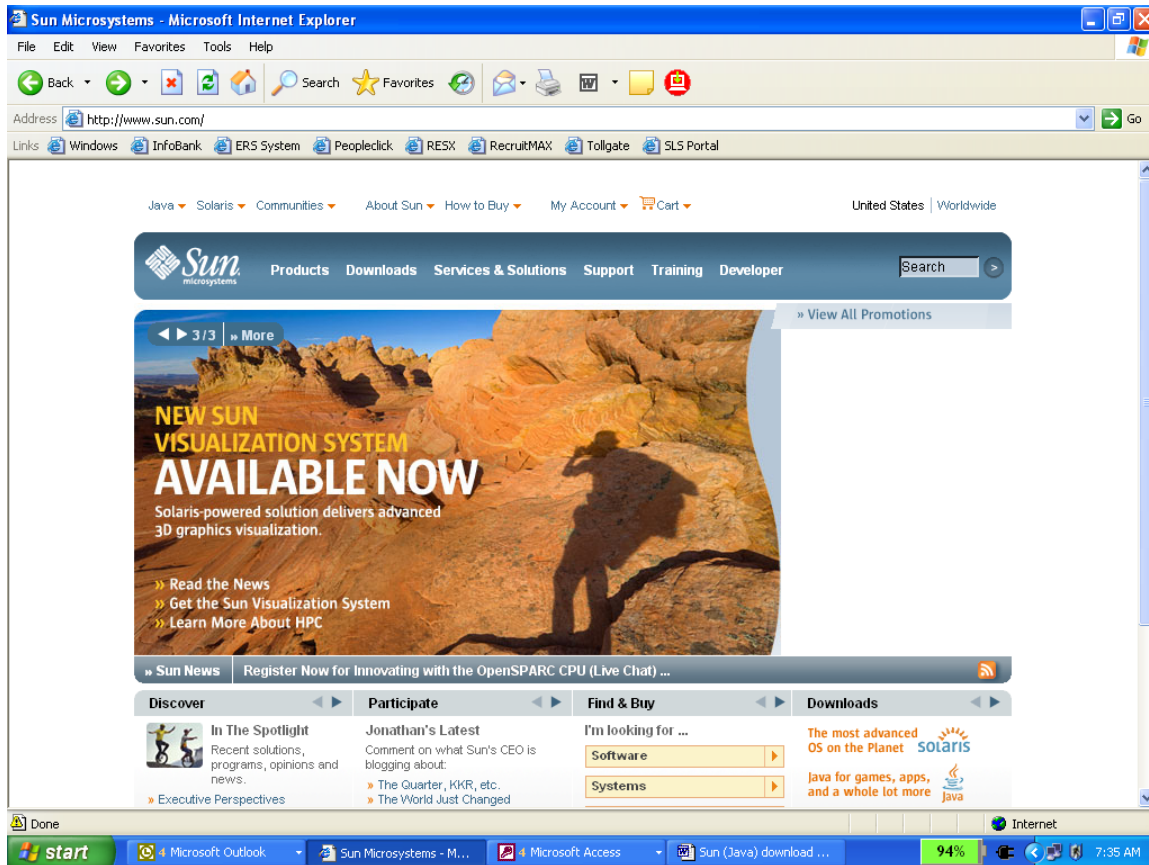

If you have both the Java (Sun) and Microsoft VM settings displayed in your Settings make sure the check box beneath the Java (Sun) setting is checked and make sure all three check boxes beneath the Microsoft VM setting are unchecked.
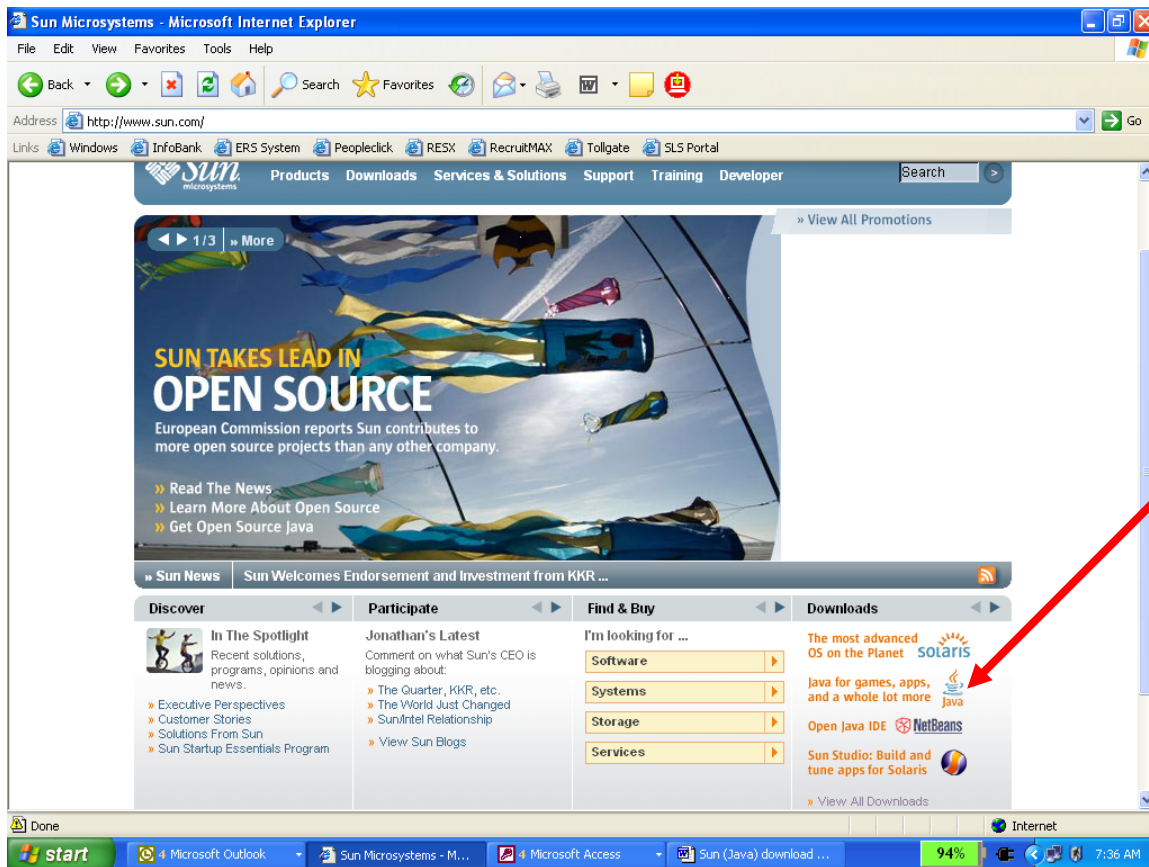
If you don't have the Java (Sun) setting, please refer to the following Sun (Java) download instructions. Once you have installed Java (Sun), refer to pages 4 and 5 of this document to verify your settings are correct.

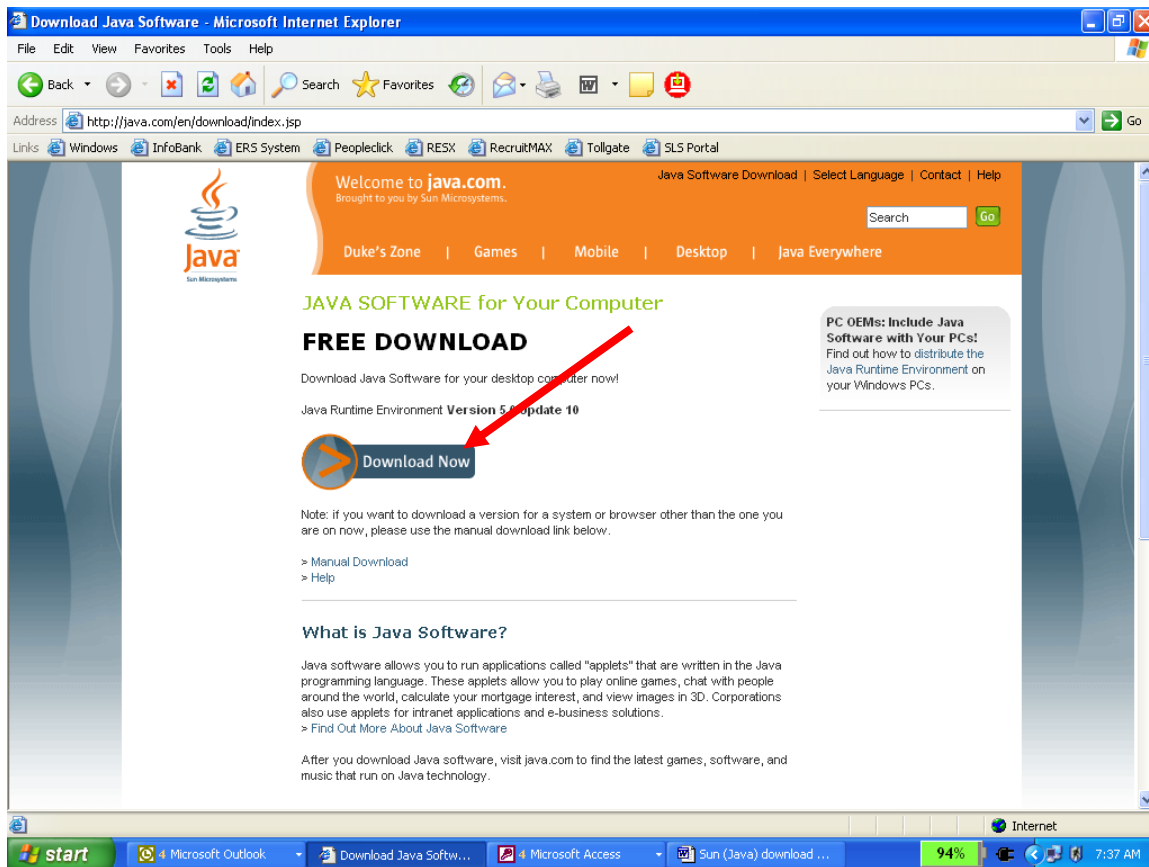Access http://www.sun.com to display the home page

Click on the link that states **Java for games, apps, and a whole lot more**. See screen below where the arrow is pointing to.
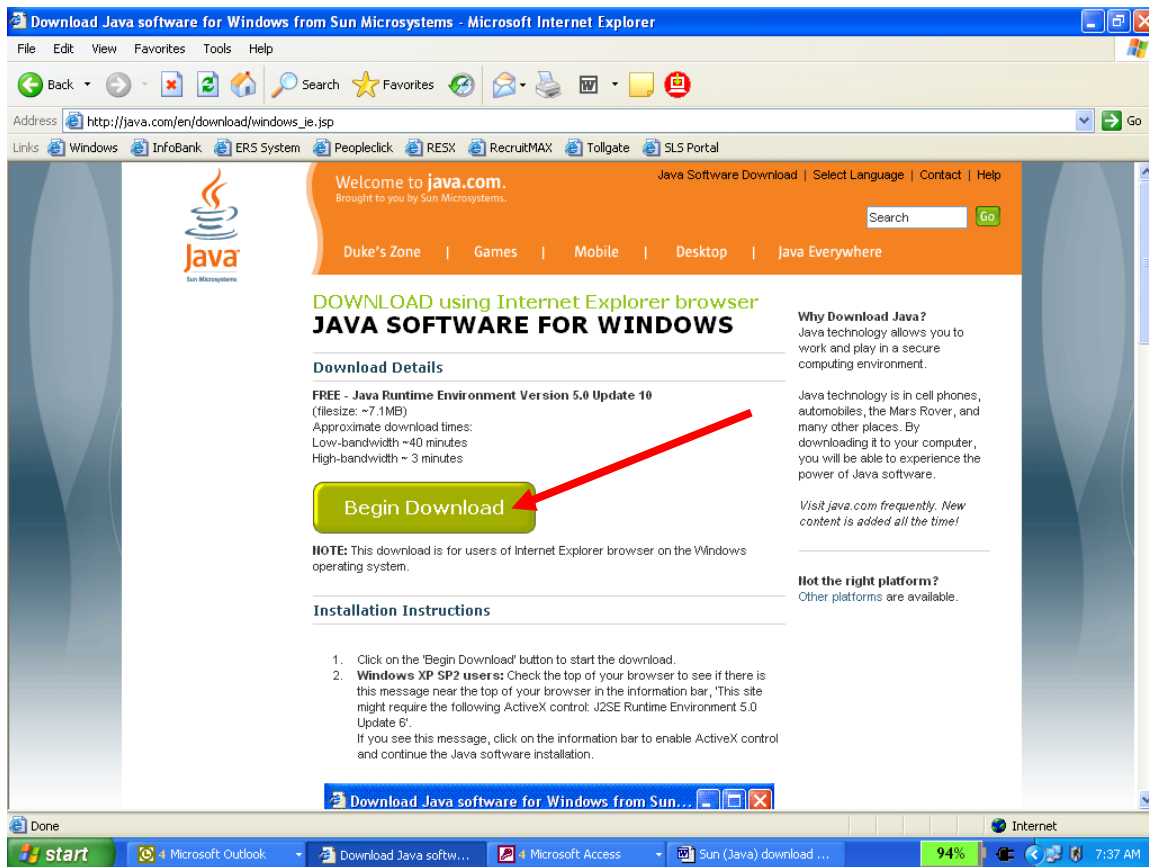
The link will direct you to a different web page. Click the link where it states **Download Now**. See screen below where the arrow is pointing to.

The link will direct you to a different web page. Read the Installation Instructions on this page. Once you've completed reading the Installation Instructions, click the button where it states Begin Download. See screen below where the arrow is pointing to.

IMPORTANT

During the download process a screen will appear to install the Google toolbar and Desktop. The check box for the Google toolbar will be checked. Uncheck the box for the Google toolbar and make sure the box for the Google Desktop is also unchecked. Once both check boxes are unchecked select the Next button.

Once the download is completed, a web page will be displayed asking you to verify the installation. Select the Verify Installation button as illustrated below.

Once the verification process has been successfully completed, the following screen will be displayed stating: **CONGRATULATIONS, you have the Latest version of Java!**

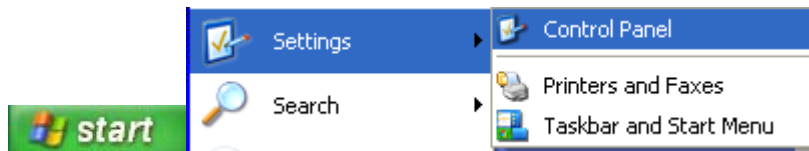**At this point, make sure that you restart your computer.**

TROUBLESHOOTING / FAQ's

VIEW / TOOLBARS
If you have any foreign toolbars, such as Yahoo or Goggle, this may cause problems with the way that this program runs. You may need to delete the toolbar.

DISPLAY PROPERTIES
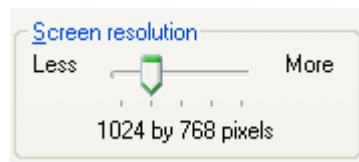
I Can't See The Full Screen – The screen is either too big or too small.

In order for information to properly display, it is recommended that the pixel setting for your screen be set at least at 800 x 600 pixels. To validate this, go to Start, Settings, Control Panel.

NOTE: If you do not have a "Settings" option, go right to Control Panel from the Start menu.

From the "Control Panel" screen, choose "Display" and then the "Settings" tab. This will identify the pixels. You can slide the bar under screen resolution until you are at least at 800 x 600. If you are set at a higher resolution, that will be fine.

COMMUNICATIONS - What Is The Response Time For This System?

The answer is multi-fold. It is heavily influenced by the speed of your Internet connection.
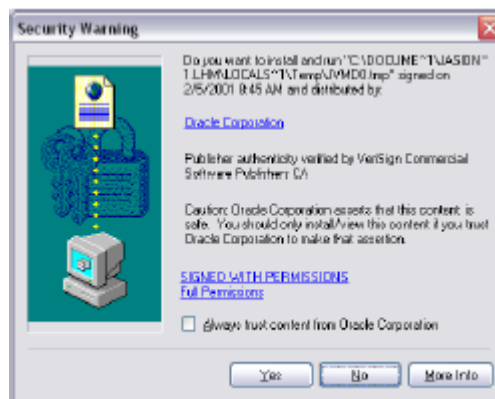
1. The best response times come from an Internet connection using a 56kb modem or better that results in the actual connect speed being 56kb or better. DSL and Cable modems have performed very well.

2. The first time a connection is made to the application, a Java applet is downloaded to your PC that allows the forms to display. This file is a little over one megabyte in size. How fast it will download depends mostly on how fast your connection to the Internet is, the faster the better. Then the applet installs itself. There is an option to "always trust Oracle" that should be checked before clicking OK. If you don't, the applet will uninstall at the end of your session and it will have to download again the next time you connect.

3. Each MVS Express application uses between 15K and 25K of bandwidth. Application performance over the Internet is subject to the type and speed of the Internet Connection and Carrier ISP (Internet Service Provider).

I experience long delays when I keypunch information before being able to view the information on the screen.

4. If satellite communications are used, application performance is subject to the speed of the satellite communications link. All MVS Express applications have been tested with a 56K (dial-up) connection.   Our experience has shown that users using a satellite connection to the Internet see long delays in response due to satellite latency.

THINGS TO BE AWARE OF

1. When you access MVS Express at www.mvs-e-systems.com, the application will install an 800k (approximate) file "f90all.cab" in your "Temporary Internet Files" folder.

2. The first time you use MVS Express you will need to accept an Oracle certificate so that the JAVA applet that needs to be on your machine to run the application will not have to install every time you want to access MVS Express. Be sure and check the box that states "Always trust content from Oracle Corporation" so that it will install correctly.

3. In order for the information to be passed back and forth from the application, Motor Carriers with networks and firewalls must allow IP access to http://states.mvsecarrier.com (production 208.193.129.145/mvsxpr.htm)

PASSWORD ISSUES

For security purposes, change your password every quarter. To do so, log on to the system using your current password and then change your password. Once you are finished, log out of your computer and log back in before conducting any business within the system.

CONTACTS

If you experience a technical problem that is directly related to computer hardware, please contact Lisa Lopez at 406-444-7689 between the hours of 7:00 am and 4:30 pm, Monday through Friday (except holidays).